

ProActive

BUSINESS DRIVEN SERVICE MANAGEMENT



ITIL Expert Training

Announcing ProActive's training path for achieving the highest certification in ITIL Version 3.

- Achieve the highest certification available in ITIL Version 3
- Plan your path using the most practical route - the Capabilities path
- Take advantage of ProActive's packaging options!

HOW IT WORKS

ITIL V3's credit system requires that students achieve a minimum of 22 points before they can be awarded the ITIL Expert Certificate. Each Intermediate Certification accrues successful students either 3, 4 or 5 credit points (dependent on the course).

When Version 3 of ITIL was introduced, the training programme was introduced in a staggered approach, with the Intermediate Courses being the last to be released by the APM Group.

V3 training is made up of 3 distinct 'groups' of courses:

FOUNDATION Simply the Foundation Certificate, the prerequisite for all other ITIL training courses.

BRIDGING * Provides students with the means to achieve Expert Certification using credits accrued through completing V1 / V2 courses.

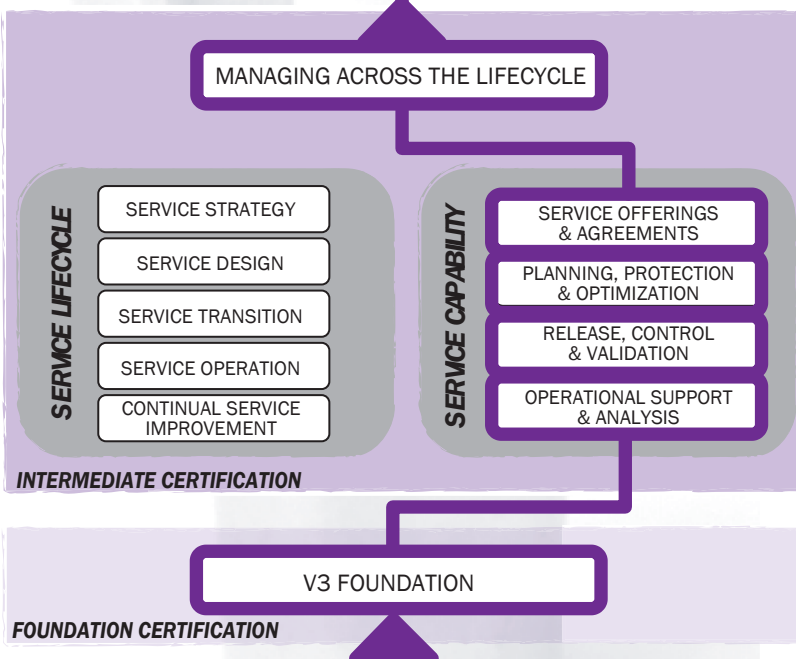
* not shown in diagram: talk to ProActive for further information

INTERMEDIATE contains two different "paths" of course: Service Lifecycle, and Service Capability. The Capability courses are more practitioner in nature and go into a greater level of detail than Service Lifecycle courses, which are designed for Managers.

ProActive are pleased to be offering an ITIL Expert pathway using the **Service Capability** path of courses, as we believe these will provide students with the most value for their training investment.

The following pages outline the V3 courses ProActive have scheduled that make up the Expert Certification*.

* Other options are available. Please talk to ProActive for further information.





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Why work towards obtaining the ITIL Expert Certificate now?

- Accrues 2 credits
- Is 3 days duration
- Has a multiple choice exam

consistency

All the courses in the capability stream have now been developed using the same approach we have always adopted at ProActive – that of quality and consistency to ensure students get the best training experience possible.

availability

We made the decision to develop the courses slowly to ensure that we were developing the right courses to meet the needs of our customers. These courses have been scheduled, and more locations will be scheduled soon.

quality

All our training courses are developed under our ISO 9001: 2000 Certification to ensure a quality result.

be the first!

There are a very small number of students that have achieved the ITIL Expert – so if you are looking to be the best – then this certification puts you in an excellent position.

packaging/pricing

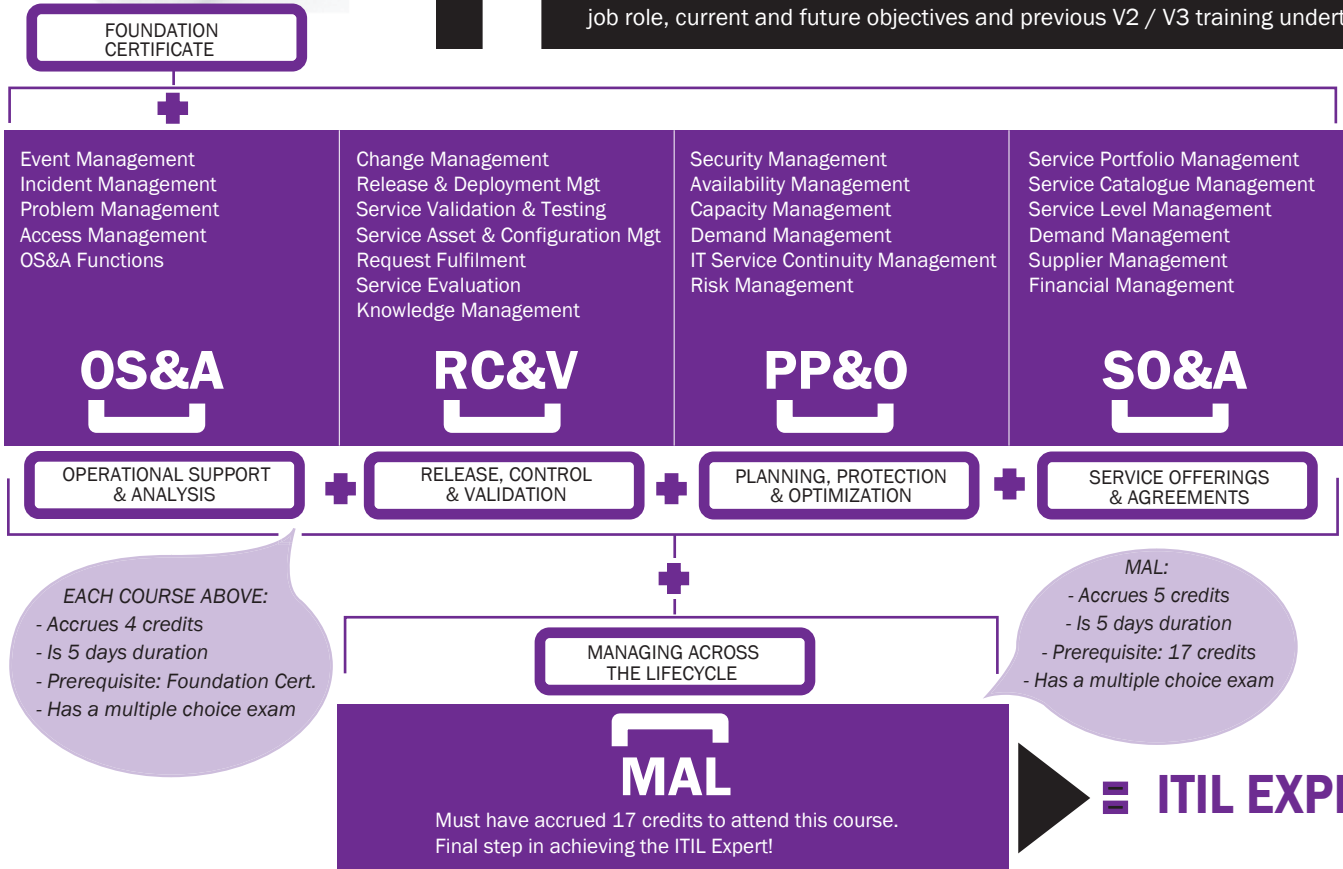
Take advantage of unused training budget before the financial year ends - talk to us about packaging options!

What Training Is Right For You?

Want to find out what course(s) will not only help you achieve the ITIL Expert in the future, but show you which course(s) will help you with your current objectives?

Book your free 30-minute phone appointment with a ProActive Consultant!

You'll find out what the best training route is for you, taking into account your current job role, current and future objectives and previous V2 / V3 training undertaken! **



** This offer for a limited time only

- EACH COURSE ABOVE:
- Accrues 4 credits
 - Is 5 days duration
 - Prerequisite: Foundation Cert.
 - Has a multiple choice exam

- MAL:
- Accrues 5 credits
 - Is 5 days duration
 - Prerequisite: 17 credits
 - Has a multiple choice exam

* Note: The above is based on students having no credits from attending V1 / V2 training courses. If students have the Manager's Certification or have some Practitioner Certifications, then there are other options available, utilising the V3 Bridging courses. Please contact ProActive to discuss your options.